

# BUSINESS EDUCATION FRAMEWORKS

## Business Communications

Course Code	Course Name/Description	Grade Levels	Accreditation Time/Credit Options
14060	<b>Business Communications</b> - Business Communications is a course designed to integrate oral and written communication in a clear, courteous, concise, complete and correct manner on both personal and professional levels. Listening skills, learning styles, and teamwork will be incorporated to provide students with a solid communication base so they are able to communicate effectively. This course would be helpful for all students.	10-12	½, 1
Topic	Standards		
<ul style="list-style-type: none"> <li>Foundations of Communication</li> </ul>	<p>4.1.1.22 Handle both friendly and hostile questions effectively informal and informal situations</p> <p>4.1.1.23 Use standard English when speaking on the job, especially avoiding the use of expletives, slang, unfamiliar jargon and technical terms</p> <p>4.1.2.9 Distinguish among fact, inference, and judgment in print and digital materials</p> <p>4.1.2.12 Use contextual clues to recognize word meaning</p> <p>4.1.2.14 Demonstrate basic research techniques to find print and digital information</p> <p>4.1.2.15 Use corporate vocabulary appropriate for entry level jobs</p> <p>4.1.2.16 Interpret business messages, professional articles, and supporting graphic materials</p> <p>4.1.2.17 Interpret information from manuals, computer printouts, and digital sources</p> <p>4.1.2.18 Select an appropriate reading method (e.g., skimming, scanning, speed-reading, and in-depth</p>		

	<p>reading) for a particular situation</p> <p>4.1.4.6 Identify relevant information while listening</p> <p>4.1.4.7 Listen attentively for the purpose of taking accurate notes or completing forms</p> <p>4.1.4.9 Use active listening techniques</p> <p>4.1.4.13 Identify and overcome major barriers to listening</p> <p>4.1.3.13 Demonstrate a sensitivity to language bias (e.g., gender, race, age, religion, persons with physical challenges, and sexual orientation)</p>
<ul style="list-style-type: none"> <li>• Business Writing Process</li> </ul>	<p>4.1.3.12 Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous</p> <p>4.1.3.21 Compose appropriate messages for specific audiences</p> <p>4.1.3.23 Use a variety of references and resources (both printed and digital) when writing business documents</p> <p>4.1.3.24 Prepare formal and informal reports using suitable format and supplementing with appropriate graphics</p> <p>4.1.3.25 Use the direct or indirect approach correctly within context</p> <p>4.1.3.26 Analyze routing business problems, both individually and collaboratively, and respond in print and digital message form</p> <p>4.1.3.27 Prepare business communications that reflect cultural sensitivity</p> <p>4.1.3.28 Compose and produce a variety of business messages and reports using correct style, format, and content</p>
<ul style="list-style-type: none"> <li>• Workplace</li> </ul>	<p>4.3.1.19 Compose and evaluate formal and informal digital correspondence</p>

Communication	<p>4.5.1.9 Employ appropriate strategies for communicating with dissatisfied customers in face-to-face discussion, through digital means, and in writing</p> <p>4.5.1.10 Describe strategies for establishing reciprocal relationships with customers</p> <p>4.5.2.2 Define and discuss office politics</p> <p>4.5.2.3 Discuss the role that courtesy and gratitude to colleagues play in a business</p> <p>4.5.2.4 Discuss sexual harassment and its implications in the workplace</p> <p>4.5.2.5 Discuss the positive and negative aspects of the “grapevine”</p> <p>4.5.2.6 Discuss the ramifications of social behavior on professional image</p> <p>4.5.2.7 Participate in group discussion for problem resolutions</p> <p>4.5.5.7 Discuss common types of unethical behavior in the workplace</p> <p>4.5.5.10 Solve problems using techniques that take into consideration personal and ethical values</p> <p>4.5.5.11 Discuss the impact of romantic relationships in the workplace</p>
<ul style="list-style-type: none"> <li>Business Documents</li> </ul>	<p>4.1.3.16 Use acceptable steps in the writing process</p> <p>4.1.3.19 Compare drafts to final documents and make editorial changes</p> <p>4.1.3.20 Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous</p> <p>4.1.3.23 Use a variety of references and resources (both printed and digital) when writing business documents</p> <p>4.1.3.24 Prepare formal and informal reports using suitable format and supplementing with appropriate graphics</p>
<ul style="list-style-type: none"> <li>Professionalism,</li> </ul>	<p>4.1.1.17 Organize and lead discussions</p>

<p>Team Meeting, and Presentation Skills</p>	<p>4.1.1.27 Demonstrate ability to speak persuasively for a specific cause</p> <p>4.1.1.28 Present findings of capstone projects in a formal presentation using appropriate graphics, media, and support materials</p> <p>4.2.1.25 Display a positive attitude in personal and professional settings</p> <p>4.2.1.27 Apply team skills in a business environment</p> <p>4.2.1.28 Use leadership abilities in a business setting</p> <p>4.2.2.7 Practice tact and courtesy in relationships with peers and authority figures</p> <p>4.2.2.8 Explain the value of interpersonal communication in personal/social relationships</p> <p>4.2.2.9 Model the process for conflict resolution</p> <p>4.2.2.10 Address cultural conflicts and identify appropriate solutions</p> <p>4.5.2.7 Participate in group discussion for problem resolutions</p> <p>4.5.3.2 Organize and lead informal groups</p> <p>4.1.1.20 Use proper techniques when delivering a formal oral presentation</p> <p>4.1.1.21 Use technology to enhance oral presentations</p> <p>4.5.3.7 Plan, organize, and conduct meetings to achieve identified purposes</p> <p>4.5.3.8 Demonstrate the ability to involve all participants in a meeting, including those participating virtually</p> <p>4.5.3.11 Seek opportunities to practice leadership.</p>
<ul style="list-style-type: none"> <li>• Employment Communication</li> </ul>	<p>4.4.1.7 Discuss the assessment of interests, skills, and abilities as they relate to selecting a job/career</p> <p>4.4.1.9 Write a formal application message, resume, and follow-up messages for a job opportunity</p> <p>4.4.1.17 Complete job application forms</p>

